

Homeless Job Training Inventory Collection Form

Written Responses:

1. Access Rhode Island
2. *Advent House
3. *Amos House
4. Child & Family Services of Newport
5. Comprehensive Community Action Program
6. *East Bay Coalition for the Homeless/Self-Help
7. *Elizabeth Buffum Chace House
8. Family Life Center
9. *Family Resources
10. Galilee Mission to Fishermen
11. *House of Hope (2)
12. *Lucy's Hearth
13. *New Hope - Emergency Shelter of Pawtucket and Central Falls
14. *Newport County Community Mental Health Center
15. Operation Standdown, Rhode Island
16. Opportunities Unlimited, Inc.
17. *ProCAP - Interim House
18. Providence Center
19. Rhode Island Coalition for the Homeless
20. *Rhode Island Family Shelter
21. SStar of Rhode Island
22. *Travelers Aid of Rhode Island
23. *Urban League of Rhode Island (2)
24. Veterans Transitional Supportive Program
25. Westbay Community Action, Inc.
26. *Westerly Area Rest and Meals
27. *Women's Resource Center of Newport and Bristol Counties
28. *Women's Resource Center of South County

* = denotes agency which participates in the Emergency Food and Shelter Board, Shelter Information Project.

Telephone Response:

29. *Blackstone Valley Advocacy Center
30. *Sojourner House
31. *South County Emergency Shelter, Welcome House
32. *Women's Center of Rhode Island

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Summary of Survey Responses:

The following are specific employment programs currently operating for the homeless:

1. **Amos House, Culinary Program**

A 14-week culinary education program leading to a ServSafe Certificate.

First AID/CPR

2. **Elizabeth Buffum Chace**

Goodwill Industries, CNA program - This agency operates a program similar to Travelers Aid's CNA program. However, it has been reported the program differs from TA's in that it is longer with practical/work experience.

RI College Outreach Programs - Project Trade/Trauma are 6-month programs which provide training in areas such as medical assistance, billing, insurance, etc.

RI Community Food Bank - This agency currently operates a 13-week food service program and provides private tutors, uniforms, etc.

3. **Family Resources, Pre-Customer Service/Making It Work**

8-week computer training, job readiness, life skills, placement and followup program.

4. **NCCMHC, Specialized Job Training**

Specialized training and placement (parking lot superintendent) utilizing Venture/Maha.

5. **Providence Center, Supported Employment Training**

The agency works with local businesses in providing job placement opportunities for clients. These jobs typically require little education/experience such as dishwasher, mailings, jewelry stores.

6. **Travelers Aid, CNA Program**

7-week state approved training in medical care. The program includes classroom instruction and clinical skills at Charlesgate Nursing Center, First AID & CPR, etc.

7. **Urban League of RI, Office Skills**

Offices skills training, including computer instruction.

The agency has organized a Council of 10 businesses and organizations which assist in job opportunities. The council meets quarterly and may detail job training/opportunities within their organization and/or detail job skills necessary to fill a certain positions. The agency has been very successful working with a Security Company in placement.

8. **Westbay CAP, Computer and On-the-Job**

Beginner computer instruction. The agency also uses Senior Aid (Title V funded) monies in a Private Sector Initiative (PSI) in which elderly clients are matched with job training/placement opportunities (CVS, Security, etc.).

9. **WARM, Food Safety (Culinary)**

Food safety management courses for shelter residents.

Office Management/Landscaping/Housekeeping

The shelter works with residents, teaching them various skills at the shelter facility itself (and at remote locations - Senior Center [food service]/private households [landscaping]).

10. **Women's Resource Center Newp/Bris, PEP**

"Power of Money" program is essentially a system of career planning, budgeting, etc. The agency co-sponsors micro-enterprise trainings for interested clients and has recently started a computer training program.

11. **State** offices fund various employment programs which homeless providers refer clients to such as DHS/ORS (Disabled), DLT, MHRH, Veterans Affairs/Veterans Action, Operation Forward March. State agencies should be surveyed as a second step of this information collection phase.

12. **NetWORKri** was mentioned frequently as a referral agency. NetWORKri is a unique collaboration of employment and training organizations dedicated to address the workforce dev't needs for job seekers and employers in the State. They have six Career Centers in Pawtucket, Providence, East Bay (Warren), Wakefield, West Warwick and Woonsocket.

Sighted at the one-stops, Employer Service Networks (ESN) are also a resource for referrals. These informal networks assist with the identification of job opportunities.

The following are homeless employment programs which are newly operating or planned in the near future.

1. **Family Life Center, Liberty Workforce Services**
Funded under Compass Program, this effort will provide job training and employment placement opportunities to ex-offenders. A pool of workers for Construction projects was mentioned as a possible area of employment.
2. **House of Hope, Occupational Therapy Program**
Recent program in partnership with New England Tech.
3. **Operation Standdown**
Job training/education facility in West Warwick planning to open in late 2004.
4. **Travelers Aid, Food Service/Culinary Program**
Execution of this program is contingent upon occupancy at new building. The planned program would be a collaborative effort with Amos House's existing Food Service/Culinary program; expanding such into Cafeteria/Catering/etc.
5. **Urban League, Small Business Initiative**
The agency is considering establishment of a small business (landscaping), which could serve to employ clients (possibly focusing on ex-offenders).
6. **Welcome House, Grocery Store**
The agency plans to open a local grocery store which will employ clients of the shelter.
7. **Church Community Housing Corporation**
This agency is considering creating a job training/opportunities center in Newport.

Observations (32 responses):

It appears most agencies provide some form of case management with job counseling (26), as well as life skills training (26).

A smaller number of agencies provide job readiness (14) and job search (15) assistance. Even less provide GED education programs (6).

Many agencies rely upon referral in meeting their job development needs (Such as NetWORKri)

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Summary of CSH Plan:

The Corporation for Supportive Housing (CSH) has been focused on integrating social services and affordable housing for homeless people for over a decade. Recently CSH expanded its response to homelessness by adding employment services to the supportive housing model.

Much of this study focuses on development of "place-based" employment strategies, focused on geographic areas. Next Step: Jobs tested a housing-based employment strategy. Results showed that more than half (critical mass of participation) of the tenants of the supportive housing test site were employed at least once during the initiative and those who were working were more likely to be those who received employment services (rate of employment doubled). The majority of jobs were within the supportive housing industry and many were part-time/temporary. Supportive Housing providers who "vocalized" their settings had great success in meeting the employment needs for their clients and even went on to become employment resources in their communities.

Lessons learned from NSJ include:

- o Employment services have to be multi-faceted.
- o A credible, standing offer of work is key.
- o An inclusive, place-based approach fosters work.
- o Client driven programs are most effective.
- o Long-term services are required for long-term results.
- o Outcome orientation improves the quality of social services.

Person Completing Form:

	Agency	Person Answering Form	Phone #	Email
1	Access Rhode Island	Susan Sherwood	726-2422	accessri@mhari.org
2	Advent House	Keisha Martin	273-8946	
3	Amos House	Maureen Addison	831-9866	
4	Child & Family Services	Lee M. Bradshaw	849-0204	lbradshaw@cfsnewport.org
5	Comprehensive Community Action	Ann Dorsi	467-9610	adorsi@comcap.org
6	East Bay Coalition for the Homeless	Paula Andreasen	437-5105	pandreasen@ebcap.org
7	Elizabeth Buffum Chace House	Helen Ripa	738-9700	helenr@ebchouse.org
8	Family Life Center	Paul Zamberano	781-5808 (X105)	pzamberano@rifamilylifecenter.org
9	Family Resources	Michael Skeldon	766-0900 (X1140)	mskeldon@famresri.org
10	Galilee Mission to Fishermen	Hope Young	789-9390	gmf@riconnect.com
11	House of Hope	Kevin Gianquitti	463-3324	openri14@hotmail.com
		Jean Olivier	463-3324	househofhope02888@yahoo.com
12	Lucy's Hearth	Betty Lou Wright	847-2021	bwright@lucyshearth.org
13	New Hope	Sr. Marta Ines Toro	728-8490	srmarta@newhopeshester.org
14	Newport Cty Community Mental Hth Ctr	Allan Wernik	846-6620	awernik@nccmhc.com
15	Operation Standdown	A.R. Signorelli	333-4730	
16	Opportunities Unlimited	Marilyn Drummond	942-9044 (X14)	oppunum@msn.com
17	ProCAP, Interim House	Mishell Middleton	831-4570	
18	Providence Center	Davis Mowatt	274-7111	dmowatt@provctr.org
19	R.I. Coalition for the Homeless	Noreen Shawcross	421-6458	noreen@rihomeless.com
20	Rhode Island Family Shelter	Kate Soulliere	739-8584	ksoul13@aol.com
21	SStar of Rhode Island	Charles Sullivan	294-6160 (X111)	csullivan@sstark.org
22	Travelers Aid of Rhode Island	Joseph Potenza	521-2255 (X52)	jpotenza@travelersaidri.org
23	Urban League of Rhode Island	Brenda Gomes	351-5000 (X144)	brenda@ulri.org
		M. Lamin Sarr	462-0190	lamin@ulri.org
24	Veterans Transitional Supportive Program	Richard Synnott	253-8000 (X528)	richard_synnott@va.gov
25	Westbay Community Action	Jessie Ealy	732-4666 (X120)	jlealy42@yahoo.com
26	Westerly Area Rest and Meals	Marie Magee	596-9276	warmshelter@verizon.net
27	Women's Resource Center Newp/Bris	Karen Majewski	247-2070	karenm@wrcnbc.org
28	Women's Resource Center So. Cty.	Kimberly Russo	782-3995	khannuksela@wrcsc.org
29	Blackstone Valley Advocacy Center	Linda Impagliazza	723-3057	
30	Sojourner House	Betty Bailey	861-6809	
31	Welcome House	Megan Burke	782-4770	
32	Women's Center of Rhode Island	Case Manager	861-2760	

Indicate those **DIRECTLY** operated by your agency.
(Approx. # Served Annually noted, when applicable)

Agency	Case Mgt w/ Job Counseling	GED Classes	Life Skills	Job Readiness	Job Search	CNA	Culinary	Small Business Dev't	Other (Specify)
1 Access Rhode Island		20							
2 Advent House	X	All	X	20	All				
3 Arnos House	X	300	X	250 X	250 X	300	X	50	First Aid/CPR
4 Child & Family Services	X	18	X	18					
5 Comprehensive Community Action	X	12F	X	12F					
6 East Bay Coalition for the Homeless	X								
7 Elizabeth Burtum Chase House	X	200	X			200			
8 Family Life Center	X	140	X	180 X	5 X	5			Customer Serv/Computer
9 Family Resources	X	New	X	20 X	20 X	20			
10 Galilee Mission to Fishermen	X	10 X	25 X	45 X	10				
11 House of Hope	X		X						
12 Lucy's Hearth	X		X						
13 New Hope	X		X						
14 Newport City Community Mental Htn Ctr	X	35	X	20		5			
15 Operation Standdown	X		X						
16 Opportunities Unlimited	X	290	X	290 X					
17 ProCAP, Interim House	X	115	X	250 X	175 X	175			ESU/Supp Employ Train
18 Providence Center	X		X	150					
19 R.I. Coalition for the Homeless	X		X						
20 Rhode Island Family Shelter	X		X						
21 Rhode Island Family Shelter	X		X						
22 Star of Rhode Island	X	85 X	75		70 X	80 X	70 X (Plan)		
23 Travelers Aid of Rhode Island	X	10 X	2 X	10 X	7 X	5		X (Developing)	
24 Urban League of Rhode Island	X	50							
25 Veterans Transitional Supportive Program	X	100 X	35 X	105 X	135 X	135			Computer/On the Job Train
26 Westbay Community Action	X	35 X	7 X	50 X	70 X	60	X		Office Mgt/Landscaping/Housekeeping
27 Western Area Rest and Meals	X		X					X (Microenterprise)	PEP/Computer Skills
28 Women's Resource Center Newport	X		X						122
29 Women's Resource Center So. City	X		X						15/50/70
29 Blackstone Valley Advocacy Center	X		X						102/new
30 Squirmer House	X		X						
31 Welcome House	X		X						
32 Women's Center of Rhode Island	X		X						

Briefly Describe any specialized job training/services/opportunities provided to clients (ie. certificate programs).

Agency		
1 Access Rhode Island		
2 Advent House		
3 Amos House	Culinary Program	14-week culinary education program leading to ServSafe Certification
4 Child & Family Services		
5 Comprehensive Community Action		
6 East Bay Coalition for the Homeless		
7 Elizabeth Buffum Chace House		
8 Family Life Center		
9 Family Resources	Pre Customer Service/Making It Work	8-week computer training, readiness, life skills, placement and followup
10 Galilee Mission to Fishermen		
11 House of Hope	Occupaaation Therapy Program	Recent program in partnership with inters from New England Tech.
12 Lucy's Hearth		
13 New Hope		
14 Newport Cty Community Mental Hth Ctr	Specialized Job Training	ORS specialized training and referrals (Ventura/Maha)
15 Operation Standdown	Construction	Construction job training/education facility in VWAR to open in late '04
16 Opportunities Unlimited		
17 ProCAP, Interim House		
18 Providence Center		
19 R.I. Coalition for the Homeless		
20 Rhode Island Family Shelter		
21 SStar of Rhode Island		
22 Travelers Aid of Rhode Island	CNA	7-week state-approved training
23 Urban League of Rhode Island	Computer lab	Office skills training
24 Veterans Transitional Supportive Program		
25 Westbay Community Action	Computer Training Program	for beginners
26 Westerly Area Rest and Meals	Food Safety Mgt.	Foo Safety Management Courses, GED, Literacy
27 Women's Resource Center Newp/Bris	PEP	Power of Money program (career planning, budgeting, etc.)
28 Women's Resource Center So. Cty.		
29 Blackstone Valley Advocacy Center		
30 Sojourner House		
31 South County Community Action		
32 Welcome House		
33 Women's Center of Rhode Island		

If you do not do direct job search, job development or employment placement activities, what service(s) do you use, or refer your clients to, for help in entering the job market?

	Agency	
1	Access Rhode Island	NetWORKri
2	Advent House	
3	Amos House	
4	Child & Family Services	DHS, Forward March, DLT
5	Comprehensive Community Action	Resume writing, letter writing
6	East Bay Coalition for the Homeless	NetWORKri, Goodwill
7	Elizabeth Buffum Chace House	Resume, Application assistance,
8	Family Life Center	DLT Jobs Program
9	Family Resources	
10	Galilee Mission to Fishermen	
11	House of Hope	
12	Lucy's Hearth	FIP Programs
13	New Hope	NetWORKri, Newspapers, Internet, Referrals
14	Newport Cty Community Mental Hth Ctr	Venture, Job Posting
15	Operation Standdown	VEVA, DLT
16	Opportunities Unlimited	DOD/MHRH funded vocational program
17	ProCAP, Interim House	ProCAP Workcare
18	Providence Center	
19	R.I. Coalition for the Homeless	Amos House, Travelers Aid, RI Food Bank, NetWORKri, Veterans Action Center
20	Rhode Island Family Shelter	DLT - Referral to Forward March and Temp Agencies
21	SStar of Rhode Island	Referral to Temporary Employment Agencies & Employment Resources Agencies
22	Travelers Aid of Rhode Island	NetWORKri, ORS, Workforce Investment Act, Employer Service Networks
23	Urban League of Rhode Island	Dorces Place, Genesis Center and Groundwork RI
24	Veterans Transitional Supportive Program	DVOP from DLT
25	Westbay Community Action	NetWORKri One-Stop
26	Westerly Area Rest and Meals	Career Tracks, Literacy Volunteers of Washington County
27	Women's Resource Center Newp/Bris	NetWORKri and Self-Help
28	Women's Resource Center So. Cty.	NetWORKri
29	Blackstone Valley Advocacy Center	
30	Sojourner House	
31	South County Community Action	
32	Welcome House	
33	Women's Center of Rhode Island	

If you DO DIRECT JOB SEARCH, who is your employment specialist or staffperson responsible for placement?

	Agency	Name	Phone #
1	Access Rhode Island		
2	Advent House		
3	Amos House	Maurine Addison	831-9866
4	Child & Family Services		
5	Comprehensive Community Action		
6	East Bay Coalition for the Homeless		
7	Elizabeth Buffum Chace House		
8	Family Life Center		
9	Family Resources		
10	Galilee Mission to Fishermen		
11	House of Hope	Kevin Gianquitti	463-3324
12	Lucy's Hearth		
13	New Hope		
14	Newport Cty Community Mental Hth Ctr	Joseph Sherhan (MLS)	846-8870
		Kathy Mahoney/Steve Britto (TEP/SE)	846-3735
15	Operation Standdown		
16	Opportunities Unlimited		
17	ProCAP, Interim House		
18	Providence Center	Ralph Lord	276-4106
19	R.I. Coalition for the Homeless		
20	Rhode Island Family Shelter		
21	SStar of Rhode Island	Case Managers	294-6160 (X130)
22	Travelers Aid of Rhode Island		
23	Urban League of Rhode Island	Brenda Gomes	351-5000
24	Veterans Transitional Supportive Program	George Horne	462-8925
25	Westbay Community Action	Patricia Leary	732-4666 (X126)
26	Westerly Area Rest and Meals		
27	Women's Resource Center Newp/Bris		
28	Women's Resource Center So. Cty.		
29	Blackstone Valley Advocacy Center		
30	Sojourner House		
31	South County Community Action		
32	Welcome House		
33	Women's Center of Rhode Island		

Is Agency working with ANOTHER PROVIDER for the provision of job training/opportunities?

	Agency	Other Provider
1	Access Rhode Island	NetWORKri, Kate Fairchild 722-3100
2	Advent House	Amos House, Culinary Arts
		Travelers Aid, CNA Program
3	Amos House	
4	Child & Family Services	DHS/DLT, Forward March
5	Comprehensive Community Action	
6	East Bay Coalition for the Homeless	
7	Elizabeth Buffum Chace House	Goodwill Industries
		Chamber Education Foundation
		Child, Inc. (GED)
		R.I. College Outreach Programs
8	Family Life Center	Liberty Workforce Services
9	Family Resources	
10	Galilee Mission to Fishermen	
11	House of Hope	NetWORKri
		New England Tech
12	Lucy's Hearth	
13	New Hope	
14	Newport Cty Community Mental Hth Ctr	Ventura Employment
		Adult Learning Center
		50 Washington Square Partnership
		ORS
		Maha Center
15	Operation Standdown	Future partnering with several
16	Opportunities Unlimited	
17	ProCAP, Interim House	
18	Providence Center	ORS
19	R.I. Coalition for the Homeless	
20	Rhode Island Family Shelter	
21	SStar of Rhode Island	
22	Travelers Aid of Rhode Island	
23	Urban League of Rhode Island	Securities Security Company
		Council of 10 businesses/organizations
24	Veterans Transitional Supportive Program	
25	Westbay Community Action	NetWORKri One Stop
26	Westerly Area Rest and Meals	Career Tracks 782-3899
27	Women's Resource Center Newp/Bris	Bristol Warren Adult Education
28	Women's Resource Center So. Cty.	NetWORKri
29	Blackstone Valley Advocacy Center	
30	Sojourner House	
31	South County Community Action	
32	Welcome House	
33	Women's Center of Rhode Island	